

Occupational Licenses, Bur Licensing Programs

Description:

Provide administrative services to 18 licensing boards and administer the Athlete Agents Registration Act.

Major Functions and Targeted Performance Standard(s) for Each Function:

1. Board member training and support.

A. Board orientation and training manual within 30 days of appointment.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
100%	100%	100%	100%
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
100%	100%	100%	100%

B. Board training session annually or as requested for new board members.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
As requested	As requested	As requested	As requested
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
As requested	As requested	As requested	As requested

C. Board requested information provided within 48 hours.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
99%	99%	99%	99%
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
99%	99%	99%	99%

D. Board "budgeted needs request form" distributed annually prior to budget development.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
Developed	Developed	Developed	Developed
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
Developed	Developed	Developed	Developed

E. Provide agendas, minute drafts, financial reports two weeks prior to meetings.

Actual Results			
<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>
Updated	Developed	Developed	Developed
Projected Results			
<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
Developed	Developed	Developed	Developed

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F. Develop and maintain a Bureau Web site, with individual Board pages.

Actual Results			
<u>2001</u> Developed	<u>2002</u> Developed	<u>2003</u> Developed	<u>2004</u> Developed
Projected Results			
<u>2005</u> Developed	<u>2006</u> Developed	<u>2007</u> Developed	<u>2008</u> Developed

2. Licensure law and rule change and enforcement.

A. Maintenance of computerized complaint documentation and status.

Actual Results			
<u>2001</u> Developed	<u>2002</u> Developed	<u>2003</u> Developed	<u>2004</u> Developed
Projected Results			
<u>2005</u> Developed	<u>2006</u> Developed	<u>2007</u> Developed	<u>2008</u> Developed

B. Maintain proposed law and rule files for each board review annually.

Actual Results			
<u>2001</u> Developed	<u>2002</u> Developed	<u>2003</u> Developed	<u>2004</u> Developed
Projected Results			
<u>2005</u> Developed	<u>2006</u> Developed	<u>2007</u> Developed	<u>2008</u> Developed

C. Newly adopted laws, rules distributed to staff 30 days prior to taking force.

Actual Results			
<u>2001</u> Developed	<u>2002</u> Developed	<u>2003</u> Developed	<u>2004</u> Developed
Projected Results			
<u>2005</u> Developed	<u>2006</u> Developed	<u>2007</u> Developed	<u>2008</u> Developed

D. Continue regular complaint review and update meetings.

Actual Results			
<u>2001</u> Developed	<u>2002</u> Developed	<u>2003</u> Developed	<u>2004</u> Developed
Projected Results			
<u>2005</u> Developed	<u>2006</u> Developed	<u>2007</u> Developed	<u>2008</u> Developed

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E. Develop and update new license database and financial system.

Actual Results			
<u>2001</u> Developing	<u>2002</u> Developed	<u>2003</u> Developed	<u>2004</u> Developed
Projected Results			
<u>2005</u> Developed	<u>2006</u> Developed	<u>2007</u> Developed	<u>2008</u> Developed

3. Administrative services (secretarial, investigative, accounting).

A. Encourage continuing education for staff through annual evaluations.

Actual Results			
<u>2001</u> Developed	<u>2002</u> Developed	<u>2003</u> Developed	<u>2004</u> Developed
Projected Results			
<u>2005</u> Developed	<u>2006</u> Developed	<u>2007</u> Developed	<u>2008</u> Developed

B. Reduce staff travel while continuing to provide staff exposure to important information.

Actual Results			
<u>2001</u> Developed	<u>2002</u> Developed	<u>2003</u> Developed	<u>2004</u> Developed
Projected Results			
<u>2005</u> Developed	<u>2006</u> Developed	<u>2007</u> Developed	<u>2008</u> Developed

C. Maintain five year plan to update and/or acquire current technology.

Actual Results			
<u>2001</u> Developed	<u>2002</u> Developed	<u>2003</u> Developed	<u>2004</u> Developed
Projected Results			
<u>2005</u> Developed	<u>2006</u> Developed	<u>2007</u> Developed	<u>2008</u> Developed

D. Continue "open door" policy between staff and supervisors.

Actual Results			
<u>2001</u> Developed	<u>2002</u> Developed	<u>2003</u> Developed	<u>2004</u> Developed
Projected Results			
<u>2005</u> Developed	<u>2006</u> Developed	<u>2007</u> Developed	<u>2008</u> Developed

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E. Regular scheduling of staff meetings.

Actual Results			
<u>2001</u> Developed	<u>2002</u> Developed	<u>2003</u> Developed	<u>2004</u> Developed
Projected Results			
<u>2005</u> Developed	<u>2006</u> Developed	<u>2007</u> Developed	<u>2008</u> Developed

F. Develop, distribute, and implement revised policy and procedures manual.

Actual Results			
<u>2001</u> Developing	<u>2002</u> Developing	<u>2003</u> Developing	<u>2004</u> Developing
Projected Results			
<u>2005</u> Developing	<u>2006</u> Developed	<u>2007</u> Developed	<u>2008</u> Developed

4. Administration of examinations.

A. Develop and provide personnel and procedures for examinations security.

Actual Results			
<u>2001</u> Developed	<u>2002</u> Developed	<u>2003</u> Developed	<u>2004</u> Developed
Projected Results			
<u>2005</u> Developed	<u>2006</u> Developed	<u>2007</u> Developed	<u>2008</u> Developed

B. Assign appropriate staff member to monitor each examination upon board request.

Actual Results			
<u>2001</u> Developed	<u>2002</u> Developed	<u>2003</u> Developed	<u>2004</u> Developed
Projected Results			
<u>2005</u> Developed	<u>2006</u> Developed	<u>2007</u> Developed	<u>2008</u> Developed

C. Investigative personnel to aid in examination process upon board request.

Actual Results			
<u>2001</u> Developed	<u>2002</u> Developed	<u>2003</u> Developed	<u>2004</u> Developed
Projected Results			
<u>2005</u> Developed	<u>2006</u> Developed	<u>2007</u> Developed	<u>2008</u> Developed

Program Results and Effect:

The Bureau administers the Athlete Agents Act and provides administrative, investigative, legal, and fiscal services to 18 Boards currently under contract. Those services include receiving and reviewing applications for licensure; issuing and renewing licenses; accounting for continuing education credits; collecting fees, penalties and cost reimbursements; accounting for receipts and expenditures; providing Boards with financial reports; receiving and investigating complaints; arranging for prosecution of complaints; facilitating Board meetings; providing secretarial services; noticing Board meetings; drafting rule and law changes; promulgating rules; presenting administrative bills to the legislature. The Bureau also provides education to Board members through training sessions and Board training manuals; provides staff with current technology, bills to the legislature. The Bureau also provides education to Board members through training sessions and Board training manuals; provides staff with current technology, appropriate training and a supportive working environment; and contracts with the Attorney General's Office and local firms for legal services. By efficiently providing these services, the Bureau helps the boards carry out their legislative mandate, of protecting the public's health, safety, and welfare through licensure, in a more cost effective manner.

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